



Washington State – Division of Child Support Program Overview & Process Regarding Non-Custodial Parents

You may work with clients that are obligated to pay support. These clients are called Non-Custodial Parents (NCP). To qualify in RISE, an NCP must have an open case with the Division of Child Support (DCS) and their case must have an arrears balance (back support debt). To verify status, please contact the Alternative Solutions Program at **360-664-5028**. Team members will verify the eligibility of the client over the phone. Please make sure that the **14-012 DSHS consent form** has been signed before calling DCS.

Once a NCP is accepted into the RISE treatment group and is working with a CCM, Alternative Solutions asks that a referral be sent early in the process. *FS referral component in eJas

Jill Gilbert, with Alternative Solutions, will work with the NCP to address any child support barriers, stabilize the case and insulate the case from adverse enforcement actions while the participant is engaged/enrolled with RISE activities.

The Division of Child Support's Alternative Solutions Program may help an NCP with:

- Modifications of Child Support Orders
- Establishing affordable payment plans
- Options for driver's license suspension/reinstatement
- Easier access to the DCS Conference Board process for state debt write-off due to hardship
- Information to support and promote educated decisions by NCPs regarding their case.

If, during enrollment with RISE, the NCP stops engaging with Alternative Solutions and action are needed from the NCP, Jill will contact the CCM to try to have NCP re-engage. If the NCP does not engage with Alternative Solutions after 30 days from CCM contact, Alternative Solutions will dismiss the NCP from the program. The CCM can resend a referral when the NCP is ready to re-engage.

It is expected that NCP's will make payments on their case while working with DCS. If part-time employment is obtained by the NCP to accommodate payments, the Basic Food (BF) program will take into account the amount of monthly payments made on the case. This is an important factor to consider to simultaneously maintain BF benefits and RISE participant status.

During any paid work-based learning (WBL) by the NCP, a wage withhold will be issued. The withhold amount will be determined on a case by case basis. Ideally, the NCP/CCM will contact Jill before the paid WBL assignment to discuss a proposed withhold amount. It is imperative that negotiations occur prior to employment to avoid automated withholding orders from being generated which typically are sent for higher amounts.

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